

National Institute for Literacy

CONTRACTOR PERFORMANCE INFORMATION

Contractor Name and Address (Identify Division)	1. Contract Number:
	2. Type of Contract:
	3. Contract Value (Current plus any unexercised options): \$
(Please correct the above as needed.)	4. Period of Performance (including any option periods):

5. Description of Requirement:

6. **Ratings.** Summarize contractor performance and circle or type in the number below that corresponds to the performance rating for each category. Please see the attachment, which explains the rating scale.

Quality:	0 1 2 3 4	Comments:
Problem Resolution:	0 1 2 3 4	Comments:
Cost Control:	0 1 2 3 4	Comments:
Timeliness:	0 1 2 3 4	Comments:
Business Relations:	0 1 2 3 4	Comments:
Customer Service:	0 1 2 3 4	Comments:

7. Total score:

Evaluated by:

Agency/Organization _____ Date _____

(In accordance with the Federal Acquisition Streamlining Act, the following information will not be released to the contractor.)

Name and Title _____ Telephone number _____

Signature _____ E-mail address _____

Please return this form to the following address:

National Institute for Literacy
Suite 730
1775 I Street, NW
Washington, DC 20006-2417

Or e-mail to:

Sabbott@nifl.gov

Or fax to: 202-233-2051

Attn:

RFP # ED-02-R-0013 (NIFL-02-R-0001)

SOURCE SELECTION INFORMATION SEE FAR 3.104

Information entered on this form will be used in source selection decisions and is protected under subsection 3.104 of the Federal Acquisition Regulation. Do not disclose information entered on this form to the contractor or to any other person except as authorized by the NIFL contracting officer.

Supplementary Questions

To assist the National Institute for Literacy contracting officer, we would greatly appreciate your taking the time to answer the following questions, if any, related to the contractor's past performance:

Contractor Performance Evaluation

Instructions for Completing Contractor Performance Information Form

Based on the rating area elements presented below and the rating guidelines on the back of this sheet, please evaluate contractor performance in each of the rating areas. On the Contractor Performance Information form, circle (or type in the Comments area) the rating from 0 to 4 that most closely matches your evaluation of the contractor's performance. Please add written comments for each rating. If you wish, you may attach additional comments or information. We would also appreciate your answers to the specific questions, if any, on the back of the form. Please return the form to the address indicated on the back of the form. Thank you for your time and your cooperation.

The National Institute for Literacy will use the information from this form to evaluate offerors competing for contract awards. We may release the information from this form to the contractor during negotiations or debriefings. If we release information from this form, we will not release your name to the contractor.

Elements within Each Rating Area

Quality of Product or Service

- Compliance with contract requirements
- Accuracy of reports
- Appropriateness of personnel
- Technical excellence

Problem Resolution

- Anticipates and avoids or mitigates problems
- Satisfactorily overcomes or resolves problems
- Prompt notification of problems
- Pro-active
- Effective contractor-recommended solutions

Cost Control

- Within budget
- Current, accurate and complete billings
- Costs properly allocated
- Unallowable costs not billed
- Relationship of negotiated costs to actual
- Cost efficiencies

Timeliness of Performance

- Meets interim milestones
- Reliable
- Stays on schedule despite problems
- Responsive to technical direction
- Completes work on time, including wrap-up and contract administration
- No liquidated damages assessed

Business Relations

- Effective management
- Use of performance-based management techniques
- Business-like concern for the customer's interests
- Effective management and selection of subcontractors
- Effective small/small disadvantaged business subcontracting program
- Reasonable/cooperative behavior
- Effective use of technology in management and communication
- Flexible
- Minimal staff turnover
- Maintains high employee morale
- Resolves disagreements without being unnecessarily litigious.

Customer Service

- Understands and embraces service and program goals
- Team approach with the customer
- Satisfaction of end users with the contractor's service
- Positive customer feedback
- Prompt responses
- Courteous interactions
- Effective escalations and referrals
- Initiative and proactive improvements
- Creative service strategies

Rating Guidelines

Quality of Product or Service

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Nonconformance jeopardizes the achievement of contract goals; default.
 Nonconformance requires major agency intervention to ensure achievement of contract goals; show cause or cure notices.
 Quality meets specifications in most cases, however, some agency intervention required to ensure achievement of contract requirements.
 Quality meets specifications in all cases.
 Quality exceeds specifications in some cases.

Problem Resolution

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Inadequately resolved problems jeopardize contract goals.
 Significant agency intervention required to resolve problems jeopardizing contract goals.
 Some agency intervention required to resolve problems jeopardizing contract goals.
 Successfully overcomes or resolves all problems and achieves contract goals with minimal agency intervention.
 Anticipates and avoids most problems and successfully overcomes all unforeseen problems.

Cost Control

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Cost increases jeopardize achievement of contract goals; or billings routinely include unallowable costs.
 Significant cost increases; or some inaccurate billings including some with unallowable costs.
 Minor cost increases; or some inaccurate billings, but a minimal (1-2) number with unallowable costs.
 Contractor performed within costs; but some late billings, none with unallowable costs.
 Costs were less than the amount cited in the contract; and billings accurate and timely.

Timeliness of Performance

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Delays jeopardize the achievement of contract goals.
 Other significant delays.
 Minor delays.
 All deliverables on time.
 All deliverables on time with some ahead of schedule; or stays on schedule despite unforeseen circumstances.

Business Relations

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Unethical or illegal business practices.
 Business practices are not attuned to customer support.
 Business practices are somewhat attuned to customer support.
 Business practices focus on customer support.
 Highly effective, proactive business practices focused on customer support.

Customer Service

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Response to service requests is routinely late, ineffective, or rude; customers express frustration or anger about many interactions; complaints are unresolved; contractor seems unaware of service issues.
 Response to service requests is often late, ineffective or rude; some complaints are resolved.
 Response to service requests is uneven in timing or effectiveness; customer interactions are tenuous; contractor is trying hard and understands service issues.
 Response to service requests is timely, effective and courteous; customers express positive feedback; delivery of service is smooth and organized; collects customer feedback; customer problems are resolved well.
 Response to service requests is timely, effective and courteous; the contractor is proactive in building good relations with customers, proposing new service strategies, analyzing and reporting on service loads and collecting and using customer feedback.